

LEAD LIBRARY ASSISTANT

DEFINITION

To plan, assign and review the work of assigned library clerical staff; and to perform the most complex of library clerical duties.

DISTINGUISHING CHARACTERISTICS

This is the lead level class of the Library Assistant series. Incumbents are expected to perform lead supervisory duties and respond to the most complex library clerical requests including occasionally performing routine reference and readers advisory duties. This class is distinguished from the Senior Library Assistant in that the latter is responsible for performing more specialized and technical library duties including data entry, materials acquisition, computer operations and routine para- professional duties.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from library management personnel.

Exercises technical and functional supervision over assigned library personnel.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

1. Plan, assign and review the work of assigned customer service personnel; evaluate performance; schedule staff to cover shift work.
2. Develop and recommend systems and procedures related to areas of assignment including branch operations.
3. Assist the public at a circulation or information desk; respond to complex requests and problems at the front desk.
4. Direct patrons to general topical areas of library; answer telephone inquiries and refer other calls to appropriate library staff.
5. Research and compile background information for administrative reports or documents.
6. Assist professional staff with special projects as necessary.
7. Perform technical library duties related to area of assignment.

8. Search computer records and verify entries and materials status.
9. Assist in developing and preparing bulletin and information boards.
10. Perform related duties as assigned.

City of Hayward

Lead Library Assistant (Continued)

#### MINIMUM QUALIFICATIONS

##### Knowledge of:

- A. Principles and practices of library operations.
- B. Dewey decimal system.
- C. Basic arithmetic.
- D. English usage, spelling, punctuation and grammar.
- E. Modern office procedures, practices methods and computer equipment.

##### Ability to:

- F. Plan, prioritize, assign and review the work of others performing a variety of library duties.
- G. Respond to problems and develop effective solutions.
- H. Give helpful concise information to patrons by telephone and in person.
- I. Search library data bases to assist patrons in material and information location.

##### Ability to:

- J. Type accurately at a speed necessary for successful job performance.
- K. Communicate clearly and concisely, both orally and in writing.
- L. Establish and maintain effective working relationships with those contacted in the course of work.

##### Experience and Training

Any combination of experience and training that would likely provide the required

knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of responsible library clerical experience.

Training:

Equivalent to the completion of the twelfth grade.

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PROBATIONARY PERIOD: One year

191CS90

June 1985

Revised May 1990

AAP GROUP: 16

FPPC STATUS: Non-Designated

FLSA STATUS: Exempt